A Quarterly Newsletter

October 2005

IPI Employees Receive DOC Awards

On September 14, 2005, several IPI employees were honored at the Department of Corrections Agency Employee Recognition Awards ceremony.

Shawn Preston, Newton Plant Manager, received the Manager/Supervisor of the Year award for the successful implementation of the first Central Canteen program in the United States. Under Shawn's leadership, the Central Canteen has allowed the DOC to provide inmate work training for over 50 inmates. A well-received program nationwide, four (4) other states have visited Iowa extensively and have imple-



Left to right: Ann Bouslaugh, IPI Director Roger Baysden & Shawn Preston.

mented similar programs in their states. The Central Canteen's success can be attributed to the dedicated work of Shawn Preston. Congratulations, Shawn!

Ann Bouslaugh was awarded Employee of the Year for the talent and creativity she brings to the DOC. With her excellent skills, commitment to high quality work and creative talents, she has developed Iowa Prison Industries' most complete and comprehensive marketing program in our history. With the assistance of the wonderful work that Ann has done this year, the entire department's productivity has increased overall by 22% versus 2004. Ann is a valued employee and a credit to the State of Iowa.

Humanitarian of the Year was awarded posthumously to Donna Gerst and was accepted on her family's behalf by Grace Kurt of IPI Anamosa. Donna exemplified what it means to be a humanitarian in every sense of the word. In her life, Donna was a person that measured life and success in what she could do



Grace Kurt & Roger Baysden

for others. For her family, Donna was the guiding force that gave her children strength and character. To her friends and coworkers, Donna was the definition of what it is to be a public servant. Her professionalism and character were evident in her work. She was unwavering in her ethics and set an example to all. To her community, Donna was an active member of her church and also served on city boards over the years. But most of all, Donna's humanitarianism was best evidenced by what she did for those in need, people in need that she *See DOC Awards*, page 8



Baysden's Corner

BY ROGER L. BAYSDEN IPI DIRECTOR

This past week I had the opportunity to tour the Lutheran Services

Home in Ames as well as several dorms, dining halls and other facilities on the Iowa State University Campus. This was in the company of six members of the Department of Transportation, Sales Manager Bob Fairfax and Sales Representative Dennis Barry. The purpose of the tour was to demonstrate to the DOT our ability to deliver high-quality products and for them to gauge our customer ser-

vice. Each of our prison industry locations had products on display. So it is with this in mind that I say how proud I am of every member of the IPI Team. Your commitment to excellence is your signature. You, your staff and your inmates serve as a beacon of success that all of us can be proud of. Your product offerings are superior to any prison industries in the country; your service is second to none. Each month we have something new to brag about, presently, Clint Schmidt is busy moving into his new surplus operation. Bob Fairfax and Ann Bouslaugh are

busy readying the showroom. Al's team is building log cabins for DNR. And the list goes on and on. It is said that success is internal, and I believe this. We can accomplish anything that we set our minds to; you have proven that time and again.

I congratulate each of our award winners and I thank each of you for allowing me to be a part of your team. You are all winners.

Halloween, Thanksgiving and Christmas will be upon before our next newsletter, so I wish you each of you happy holidays.

Sales & Marketing

Customer Spotlight: University of Iowa Facilities

University of Iowa Facilities has been a supporter of IPI chemicals and cleaning supplies for many years and has recently came on board with IPI Plastics. The Newton Plastics Division was recently awarded a blanket purchase order for FY2005-2006 for \$240,000! That works out to be over 15,000 cases of plastic bags. That's a lot of TRASH!!!

IPI would like to thank Gary Anderson, Associate Director Business Services, as well as two of his staff, Dan Wyjack and Joel Tresslar, for all of their help and hard work involved in changing their plastic bag vendor to IPI. Also, thanks to Anne Sopher for coordinating the effort at Purchasing.

With the quality and various sizes of IPI plastic bags available, U of IA was

able to reduce the number of different sizes of bags they use to



Inmate Engle operates Newton's plastic bag machine.

approximately nine. They are also able to keep a much smaller total inventory on hand due to IPI Newton's very short turnaround time on orders. We look forward to all the challenges and opportunities ahead of us as we grow this great working partnership.

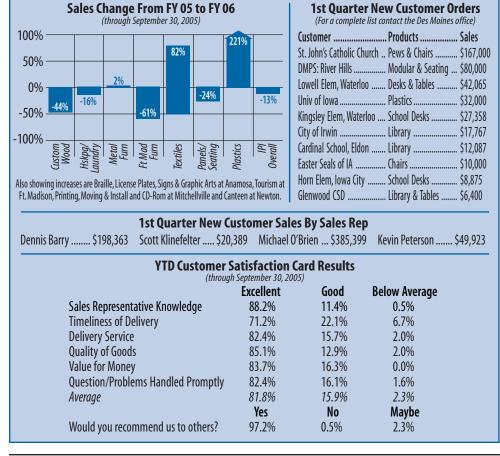
A special thanks goes to IPI's good friend Norm Hill at ISU for his help in initiating the program at the three state universities in Iowa including coordinating a tour of the Newton plant with representatives from each university back in March of 2005. Thanks Norm!

Employee Spotlight: Graphic Artist Ann Bouslaugh

Meet Ann Bouslaugh, Iowa Prison Industries' Sales & Marketing Division Graphic Artist since March 2003. Ann is a graduate from Bradley University in Peoria, Ill., with a double major in Graphic Design and Marketing. She brings a wealth of experience to a position new to IPI with six years of graphic design experience for a publishing firm in western Iowa. Additionally, Ann also functioned as Assistant Art Director at an advertising agency in Reno, Nev. Her education and experience have enabled Ann to transform the marketing effort for IPI and thus help our effort to increase sales and inmate work hours.

Just look at the web site, recognized as one of the leading sites in Correctional Industries across the country. Her skills have also led the transformation of the hard copy catalogs for those customers who still request them. Our direct mail and e-mail programs are a result of her fine efforts. Additionally, Ann will be the designer for our new showroom at 2323 Dean Avenue opening in December of this year.

In her spare time, Ann enjoys spending time with her husband Don and family, reading, working out, golfing, rooting for the Green Pay Packers and working on home improvement projects. With that much apparent energy, no wonder she gets so much accomplished each day at her job. We are really pleased Ann chose to work with IPI, and we are looking forward to seeing what the next promotion or product idea will come from her next.



Sales Report Card



Ann keeps busy with multiple projects including the IPI web site, product catalogs and newsletter.

Giveaways Drive Trade Show Booth Traffic

In addition to their normal sales duties, the Sales Team also keeps busy manning trade show booths in the summer and fall months. Giveaways such as pens, pencils and rulers as well as drawings for prizes are popular methods to get trade show attendees to stop at our booth, see our products and meet our sales staff.

This past quarter, Anamosa donated large carriage clocks to be given away at

the School Administrators of Iowa show (awarded to Ron Hoffman, Principal at Charles City Middle School) and the Iowa Sheriffs and Deputies Association show (awarded to Ed Marshall, Jail Administrator for Marion County). Congratulations to you both and thanks for stopping by our booths!

A schedule of upcoming trade shows can be found on the IPI web site at http://www.iaprisonind.com.



Product samples, project photos and giveaways draw customers into IPI's booth at the School Administrators of Iowa, one of the largest shows IPI attends.

Canteen Releases New Catalog

Iowa's incarcerated citizens now have a new commissary catalog to order products from. The catalog offers expanded sizes available on 13 different clothing items. New flavors have been added to five items. Diabetics are able to purchase two more candies from their growing list of sugar-free edibles. Eight items have been replaced either from a change in the manufacturer or a specific product change. And, there are no less than 16 brand new products that are now available to be purchased from this latest commissary catalog issue!

Visitors From Afar

Groups from all over the United States have been visiting the Central Canteen located here in Newton. The purpose of these visits is to demonstrate the operations of an extensive stateowned central commissary. We were the first in the nation at establishing this unique business. Several other states have developed or are in the process of creating their own central commissary based upon our operations here at Newton. More recently, the states of Minnesota, Washington and Pennsylvania have visited. Representatives from Pennsylvania and Hawaii will be visiting again in the near future.

 Trivia Challenge Answers: 1. 5,000;
 2. \$240,000;

 3. Wine;
 4. 81.8%;
 5. 2323 Dean Avenue;

 6. Mission Series;
 7. 710

Newton

Plastics Division Enters New Market



We now have taken on the responsibility of helping to protect Iowa's environment. A new line of biohazard bags was introduced

this past quarter. They were designed to meet the stringent needs of biohazard

waste disposal. These bags contain 30% recycled material. This new line will compliment our other plastic bag products: food storage, protective coverings, shipping bags, special packaging and trash can liners.

Have you checked out our web site lately? With over fifteen standard sizes available and the ability to produce custom bags, we have a bag for you!

Labor Day Gift Bags Popular

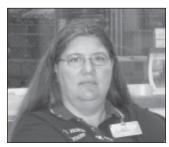
A special gift bag program was made available to celebrate the Labor Day weekend in a new way. The Central Canteen put together a gift package that for the first time utilized IPI's web site to simplify the ordering process. A total of 710 gift bags were purchased over the Internet. The bags contained 52 items including 27 different food items. An

incredible assortment of "goodies" not not normally available to incarcerated citizens was also included in the package. There was a total of 52 pieces in each gift bag. A colorful greeting card identified who the thoughtful giver was. We take great pride in always providing these new opportunities for the people we serve in all of our businesses.

The Newton Division Volunteer of the Quarter

One of the most beneficial organizations ever established is unquestionably the Girl Scouts. Deanna Cross has been an active member of this organization for nearly 30 years now! She has performed a number of functions and has been an integral part of several activities over the years. She has served as a troop

leader, counselor, mentor, troop leader unit manager,



Deanna Cross, Industries Technician, donates spare time to Girl Scouts.

and coordinates the ever-popular annual "cookie sale program."

Business Office

New Purchasing Procedures Save Time

During the last quarter of FY 2005 we began using the Purchase Requisitions in Global Manufacturing System. The factories input their requisitions in the Global program rather than typing them on a separate form and they are then approved on-line. Information from the purchase requisition can be pulled into a line item on a purchase order. The new procedure saves time by decreasing duplication and also improves accuracy.

Beginning in late September, we began using the Requests for Quotations

and Vendor Quote parts of the Global System. Crystal reports were written to accommodate our need as a state agency for Request for Proposals and Invitations to Bid. An Abstract report analyzing results was also written.

Also in the last quarter of FY 2005 job duties were reallocated between our Purchasing Agent 1 and Purchasing Assistant, allowing them to focus on purchasing all items for their designated divisions, rather than just certain types of items. The change has seemed to work well.

New Reports Now Available

The following financial and informational reports are provided on a monthly or quarterly basis. These reports are a combination of Global Manufacturing systems reports, reports developed using Crystal Report writer and pulling from Global information or reports in an Excel format. Additionally, specialized reports are developed as needed. Chris Frerichs, Information Technology Specialist, has written all the Crystal Reports.

- Financial Statement Summary
- YTD Divisional Financial Statement
- YTD Divisional Mfg Exp

- Comparative Financial Statement
- Comparative Mfg Expenses
- Sales Analysis by Month
- Six Year Cash
- Overtime
- Top 100 Customers
- Sales by State Agency
- Sales by Customer Category
- Inmate Employment by Shop
- Inmate Production Analysis
- Canteen Redistribution
- Sales/Profit by Quarter
- Regents
- Financial Facts Quarterly Report
- Financial Facts Year-End Report
- Inventory Levels

Meet The Business Office Staff



Front Row:

Ann Noska - Accounting: Global Month Ends, Invoicing, Accounts Payable

Pam Kray - Purchasing

Middle Row:

Cathy Benedict - Business Manager Sandy Bunce - Accounting:

Accounts Payable, Accounts Receivable, Machinery & Equip

Kathy Jaeger - General: Travel, Mail, Accounts Receivable

Grace Kurt - Accounting: Financial

Back Row:

Cindy Reck - Purchasing

Ruthanne Weideman - Purchasing, Non-Purchase Order Payables

Chris Frerichs - Information Technology

Recent Customer Testimonials

Jesup CSD: School / Library Furniture

"We have purchased many items from Prison Industries. Each has been functional, well made and of top quality. The best part has been the attention to detail [our sales representative] puts into measuring and making sure everything fits."

- Sarah Pinion, Superintendent - September 2005

Wartburg College: Dorm / Lounge Furniture

"We receive quality products at a good price with great customer service."

- John Wuertz, Dir. of Physical Plant - September 2005

Davis County CSD: School Furniture

"The Davis County Community School District has ordered from Iowa Prison Industries (IPI) every year for the past ten years. We have ordered a variety of your products. We have been very pleased with the looks and durability of your products. The furniture has held up well. IPI is to be commended for their service and commitment to excellence. Thank you and we look forward to working with you in the future."

- Sam Miller, Principal - August 2005

Please visit our web site at http://www.iaprisonind.com for a full list of references and testimonials.

IPI Tackles Records & Property Move

A small idea turns out to be a tremendous savings for the State of Iowa and a great opportunity for IPI. IPI was asked to assist in moving all the records and property from the third and fourth floors of the Records & Property Building for Cultural Affairs. Sounds simple, but the move consisted of moving over 60,000 boxes of files and shelving from the old location with no elevators available, taking the boxes across town to the new location and re-shelving the files in order. And a very tight deadline had to be met.

DAS had received quotes from private vendors to perform this project. Private vendors estimated that this project would take them over two months, and the lowest bid was over \$300,000. To cut short a long story, with the cooperation of several levels of DAS and IPI, a custom-made conveyor system, a lot of hard work and dedication of up to thirty IPI workers and gallons of Gatorade, Moving & Install completed the project in less than four weeks for significantly less than the lowest bid. Everyone won on this project; the taxpayers got a great deal, it was an excellent example of partnership among state agencies, offenders realized almost 5,000 man-hours of work, and we proved again that the Moving and Installation program can handle almost any project.

MV Introduces New Breathe[™] Chair



With the popularity of mesh back chairs on the rise, IPI-MV has added another chair to its product mix, the Breathe Task / Conference Chair.

Competitively priced at \$295, the Breathe Chair is a great choice for both conference rooms and general office use. For full specifications on this new chair, visit the web site at http://www.iaprisonind.com.

Mitchellville

New Surplus Location Open!

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IPI Surplus opened its doors for business in its new location at 2323 Dean Avenue in Des Moines on Monday, October 3, 2005. Surplus had been locked up and closed since mid-July, due to its former location being renovated for the Department of Public Service. The new sur-

plus building houses both State and Federal operations and in December the IPI Showroom will also move in.

It has been a long, and not an easy, transition. Approximately twelve semi-



IPI staff and inmates have worked diligently to organize the new Surplus warehouse.

ing of the new warehouse is ongoing. The building is approximately 18,000 square foot, most of it warehouse, and with all of the surplus that was moved, is nearly full at this time. With Surplus getting back to "OPEN FOR BUSINESS," this also means that IPI will be



The new Surplus location at 2323 Dean Avenue in Des Moines.

able to start receiving and picking up surplused items that have not been picked up during the last few months. It is important for Surplus to get caught up with the logjam of surplus items on the complex, as surplus property storage at the state agency level is maxed out. A lot of work in this move is behind us, but there is a long way to go to get back to normal operations.

A special thanks goes to Anamosa's Sign and Metal shops for expediting the signs and the ADA ramp for the new building.



Surplus is open for shopping the first two weeks of each month from 9 a.m. to 2:00 p.m. Monday through Friday. Surplus items will be picked up the second half of each month.

NGA Hires Inmates To Help Prepare Conference

Ten Newton offenders assembled 1,500 gift bags for the National Governors Association conference held in Des Moines in July 2005. The gift bags were filled with various lowa products and were given to all the NGA attendees and visitors that came to Des Moines for the conference. The Newton offenders, under the supervision of IPI staff, also performed a variety of duties preparing the Capitol, Terrace Hill, Polk County Convention Complex and the Fairgrounds for the various conference events.



Fort Madison

Outlook Solid For Furniture

After Fort Madison ended FY 04/05 with a 35% increase in sales the first quarter of FY 05/06 started off looking very bleak. However, thanks to the continued support of our universities and colleges along with the launch of our new church line it looks as if FY 05/06 will be another busy year. This is also thanks to the hard work of the sales staff, and as a result we will be able to keep our shops running at full capacity.

Fort Madison's Custom Wood Shop continues to thrive and has produced some beautiful pieces (see photos below) resulting in numerous orders from new and existing customers. As we continually update equipment, these improvements will help us to improve quality, increase production and train our inmates on modern equipment that will be beneficial for them in obtaining a job upon release.

New Projects Result In Satisfied Customers

The Custom Wood Shop has completed some really nice projects over the past few months and, from what we are hearing back from our customers, they are extremely pleased with the pieces they are receiving. In all the years that Tom Stockbridge has worked in different Prison Industries, he says they are by far some of the best designed and highest quality pieces that he has ever seen come out of a prison shop. Check out the photos below and at right to see some the shop's most recent projects.







West High School, Waterloo: Circulation Desk





Shenandoah Community Schools: Reception Desk



Fort Madison Community Hospital: Booths, Tables & Chairs

Over 8,000 Jeans Sold YTD

Since July 1, 2005, our Textile Division has received orders for over 8,000 pair of jeans in addition to numerous towels, sheets, socks and washcloths. A big "Thanks" to the Correctional Institutions for their support of IPI.

Upcoming Orders

Normally the winter months are slower months for us but it sure does not appear that way this year! Besides all the normal orders we receive, we are receiving some larger orders that we do not normally get this time of year. We feel that part of the reason for this is the continuing price increase in raw materials; our customers are trying to get their orders locked in before the prices go higher.

Return Customer Orders

<u>Iowa State University</u> 54 Overstuffed Chairs & Sofas

Iowa Wesleyan

32 Rooms now & 30 Rooms this summer: Loft Beds, Safety Rails, Chests, Desks, Bookcases, Two-Position Chairs

Wartburg College

84 Rooms: Bunk Beds, Chests, Bookcases, Desks

Morningside College

116 Rooms: Loft Beds, Chests, Desks, Safety Rails

Oakdale Powerhouse

Custom case goods and counter tops for the pharmacy, multipurpose room and loading dock area located in this building.

University of lowa

855 Rooms: Desks, Loft Beds, Chests, Safety Rails

New Customer Orders

St. John's Catholic Church 42 Pews, 220 Church Chairs, 6 Kneelers

Mission-Style Office Furniture Introduced

IPI Fort Madison is proud to introduce a new line of Mission style office furniture that showcases the Furniture Shop's superb craftsmanship and design. Samples of each piece have been built and the line is ready to start advertising for sale. The Mission Office Series is produced with select oak veneers and hard wood construction. The following pieces of furniture are available:

- L-Shaped Computer Desk
- Executive Desk
- Writing Desk
- Credenza
- 3-Shelf Bookcase



YTD Overview

Through September, Anamosa has experienced an increase in sales of 3.3% compared to last year at this time. In addition, net sustainable income is up compared to last year.

Employee Highlights



Russ Behrends Storekeeper 2

Russ Behrends has been promoted from Part Time Transport Driver to Full Time Storekeeper 2. Congratulations Russ.

Welcome back to Transport

Driver Don Chapman. Don finished his last chemotherapy treatment in September. It is great to have you back!



Full product specifications, sizes and pricing can be found on the IPI web site at http://www.iaprisonind.com.



Sr. Technician Dave Reidner receives his 20-Year Service Certificate for his employment with the State of Iowa from Plant Manager Becky Munoz.

Anamosa

Shop Spotlight: Sign Division

The Anamosa Sign Division has been a steady work program for many years and this year we are off to a great start. Sales are up 52% so far this year. The shop has experienced a transition with several staff changes but the quality and value of the signs has been maintained. The main

customers of the sign shop are county, city and nonprofit organizations. In addition to this, we produce the sign blanks for the Department of Transportation Sign Shop.

Typically the Sign Shop will complete 5,000 orders every year. Customer return cards demonstrate the value of the product and loyalty of the customers to IPI.

Sign Shop creates work for approximately 45 inmates in many types of skills. Skills range from custodial work and inventory control to graphic design and silk screening.



Sign Shop Staff (L to R): Production Coordinator Jeff Otting, Senior Technician Mark Merfeld, Supervisor Greg Hart & Technician Al Stecher

The staff and inmates are continually receiving new sign applications for specialty products. Communities and other governmental agencies look to promote their town or organization by the use of specialty signage. The value-added specialty signage product is a large part of our shop and often is a showpiece for the customer. This work also demonstrates the ability and creativity of the staff and inmates in the shop. Much design goes into this with the customer to produce a long lasting product.

Two New License Plates Designs Available

The License Plate Division has started producing two new Habitat plates for the Dept. of Transportation. The Pheasant and Eagle plates are now available in from county treasurers and driver license stations.





DOC Awards (continued from page 1) may or may not have known. Tragedy hit us all when we lost Donna at the age of 54 to cancer. What she left us with are memories of what it means to help others. To promote what is valued in the human spirit.

Team Excellence was awarded to IPI Fort Madison. The team's enthusiasm and commitment to high standards has inspired the inmates to find the very best in themselves. Highlights of their success include production increasing 22% over last year, inmate training hours exceeded 300,000 hours in 2004

and a 94% "Excellent" customer satisfaction rating. With strong leadership, commitment to inmate skill development and concern for the safety of staff and inmates, the Fort Madison Team

has earned the respect and admiration of the offenders and has made IPI-FM a model operation that others must measure up to. Great job to all of Fort Madison's team members.



The IPI Fort Madison team with DOC Deputy Director Larry Brimeyer (far left) and DOC Director Gary Maynard (far right).

On The Lighter Side



Birthdays

Make sure you jot down these upcoming

birthdays so you can make sure they have a great day!

November:

- 3 Pat Fowler (AN)
- 3 Pat Moore (MV)
- 9 Bill Janssen (AN)
- 10 Ray Reyes "**The Big 6-0!**" (FM)
- 12 Julie Dietiker (AN)
- 18 Rhonda Stoller (MV)
- 22 Tammy Diesburg (AN)
- 22 Don Chapman (AN)
- 26 Tim Diesburg (AN)
- 28 Julie Nassif (Farms)
- 30 Rod Schlee (AN)
- 30 Al Stecher (AN)

December:

- 1 Wayne Schilling (AN)
- 15 Dave Reidner (FM)
- 16 Al Reiter (AN)
- 21 Roger Baysden (DM)
- 22 Shawn Preston (NW)
- 30 Bob McGrew (AN)

January:

- 5 Bob Manka (FM)
- 5 Bill Whitaker (FM)
- 12 Sean Culbertson (MV)
- 16 Deanna Cross (NW)
- 22 Dale Schwickerath (NW)
- 26 Scott Klinefelter (DM)
- 27 Mike Lynch (Farms)
- 30 Kevin Peterson (DM)
- 31 Lennie Miller (AN)

7 TRIVIA 7 CHALLENGE

- 1. How many orders does Anamosa's sign shop produce each year?
- 2. The Plastics Division recently secured a blanket purchase order for bags from U of IA. How much was the PO for?
- 3. How many people does the Business Office employ?
- 4. What percent of IPI customers rated IPI "Excellent" on customer satisfaction cards?
- 5. Where is the new State & Federal Surplus located?
- 6. What is the new office furniture line that Fort Madison has introduced?
- 7. How many Labor Day Gift Packages did the Canteen sell?

See answers on page 3.

Family News

Anamosa:

Gassman on the marriage of her son Jordon on July 30, 2005.

Tim and Tammy Diesburg's grandson Ethan celebrates his first birthday on October 10, 2005.

Fort Madison:

Bob & Marta Manka's son Ryan married Krystal McKinney on September 18, 2005, in Cedar Rapids. Bob & Marta also celebrated their 40th wedding anniversary on August 26, 2005.

Mark Meinhardt is the proud new owner of a Harley Davidson motorcycle.

Patty & Aaron Lofthus will celebrate their 17th wedding anniversary on October 8, 2005.

Business Office:

Kathy and Jim Jaeger became grand-

parents for the fifth time. Baby Girl Elissa was born on September 27, 2005.

